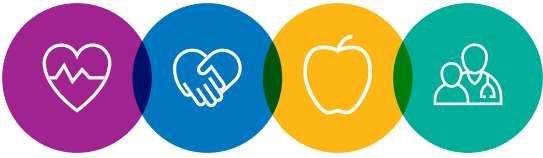


Health Coach



TIPS FOR A HEALTHIER LIFE

It's time to head back to school!

Texas Health Steps and well-child checkups are important to make sure your child is healthy and ready for the new school year. It's also a good time to ask about vaccines your child may need as they grow. Call your child's provider to schedule an appointment today.

We have rewards* for getting these important checkups on time! If you need help finding a primary care provider for your child or help scheduling an appointment, call **Member Services at 1-855-921-6284 (TTY 7-1-1)**.

**See your member handbook for more information. Restrictions and limitations may apply.*

Set your child up for success—get their vision and hearing tested

Does your child struggle to follow classroom discussions, frequently ask you to repeat yourself, squint while reading or complain of headaches or blurry vision? They may have a hearing or vision problem.

Your child's vision and hearing are important to us. The provider should check your child's vision and hearing at every visit. If your child's provider finds a vision or hearing problem, the provider will send your child for further testing. A vision test should be performed at ages 3, 4, 5, 6, 8, 10, 12, 15 and 18.

Did you know that according to the Centers for Disease Control and Prevention (CDC), 3 out of every 1,000 children are born with hearing problems?

These problems can impact their speech development, school performance, social interaction and overall well-being. The provider should test your child's hearing at ages 4, 5, 6, 8, 10 and 15. Your provider should also check your child's hearing at all other visits.





Help your child breathe easier-keep asthma medicine at school

If your child has asthma, follow these tips to help keep your child’s asthma in control at home and at school:

- ✓ Rescue and controller medications:
 - Get an inhaler filled prior to the start of the school year. Keep your child’s medications filled. Set a refill reminder on your phone or with your pharmacy, if available.
 - Check expiration dates. Most asthma inhalers have a one-year expiration date from the moment you open the foil packaging.
 - An extra inhaler is a covered benefit. An extra rescue inhaler is covered when prescribed by your provider to keep at school for when your child has asthma symptoms. Get an extra inhaler before the beginning of the school year.
- ✓ Whenever you leave the house, always take your child’s rescue and controller medications with you.
- ✓ Have an asthma action plan and keep it updated. An asthma action plan tells you and others how to keep asthma under control and what to do if asthma flares up. Print copies to keep at home, school, sports and after-school activities.

For help with your child’s asthma, you can contact **Service Coordination at 1-512-324-3015 (TTY 7-1-1) or toll free 1-844-964-3015 (TTY 7-1-1).**

If you need help finding a pediatrician for your child, getting refills, extra inhalers or want more information about an asthma action plan, call **Member Services at 1-855-921-6284 (TTY 7-1-1).**

Stay healthy-get your flu shot every year

As the season changes to fall, you can prevent the flu by taking one simple step: Get a flu shot. The CDC recommends everyone 6 months or older get vaccinated, with few exceptions. This includes pregnant women. Getting a flu shot can also help prevent asthma flare-ups caused by the flu virus.

Source: healthlibrary.ascensioncaremanagement.com

Additional support for our members

- ✓ Mobile learning app for members ages 2 through 8 with autism or speech delay diagnosis to support development and communication skills.
- ✓ One sports or school physical every 12 months with a contracted provider to support school sports participation. For ages 6 up to 18.
- ✓ Nurse advice line. Registered nurses are available 24/7 to answer health questions, provide care guidance and help members decide where to seek care, including ER visits.

See your member handbook for more information. Restrictions and limitations may apply.

Check out our Privacy Practices and member rights and responsibilities

Download the [Notice of Privacy Practices document](#), which tells you how and when we use or share your health information.

Download a copy of your [member rights and responsibilities document](#) to know your protections and duties.

If you need a printed copy of these documents, of your member handbook, or if you have questions about how your health plan works, please call **Member Services at 1-855-921-6284 (TTY 7-1-1).**

Preventive Health Guidelines

Make this year your best year for wellness

Dell Children’s Health Plan is committed to getting you and your family the right care close to home. We’re here to help you stay healthy and well.

Your health plan may help pay for tests to find health problems early and routine wellness exams to help you and your family stay well.

Whether you have a tiny baby, a teenager or you are scheduling a visit for yourself, these well-visits are the perfect time to talk to your provider. You can ask about healthy eating, safety, vaccines, preventive care and how your family is growing.

Kids need different screenings at different ages to stay on track. Babies should see a provider just a few days after birth and have regular checkups through age two to check their hearing, vision and growth. Starting at age 3, children get their blood pressure checked every year. They will also have other tests to make sure they are growing up healthy.

Adults need yearly visits too, especially to check things like weight and blood pressure. Women should talk to their providers about mammograms starting at age 40, cervical cancer screening starting at age 21 and chlamydia screening starting at age 16. Men should talk to their providers about prostate cancer screening and both men and women should start colon cancer screenings at age 45.

Visit Dell Children’s Health Plan’s Preventive Health Guidelines for [children](#) and for [adults](#) to:

- ✓ Know when to set up provider visits for you and your children
- ✓ Ask your provider which exams, tests and vaccines are right for you and your children
- ✓ Learn when you and your children should get them, and how often

Our Preventive Health Guidelines are just for you to learn from. It is not meant to take the place of medical care or advice. This guide does not mention every condition and treatment, so be sure to talk with your provider if you have concerns about your health.



To learn more about vaccines, visit the [Centers for Disease Control and Prevention \(CDC\) website](#).

Visit [Ascension’s Health Library](#) for more information about preventive care.

To learn more about your health plan and value-added services, visit [DellChildrensHealthPlan.com](#).



Your member ID card is your key to covered care

Whenever you visit a provider, one of the most important steps you can take is presenting your Dell Children’s Health Plan member ID card. Bringing your ID card to every visit keeps your information up to date and helps ensure your medical claims are processed smoothly.

Why bringing your card matters

- ✓ It guarantees accurate coverage. Presenting your ID card allows the office staff to verify your eligibility so you receive all the benefits you are entitled to.
- ✓ It helps providers bill Dell Children’s Health Plan members correctly and can prevent you from receiving an unexpected bill.
- ✓ It saves time. Having your card ready avoids delays during check-in and prevents follow-up phone calls later to fix missing account information.

What to do if you receive a medical bill

- ✓ Do not ignore the bill. Contact your provider immediately.
- ✓ Reach out to Member Services if you still need help at **1-855-921-6284 (TTY 7-1-1)** with any questions.

Keep your member ID card in a safe place like your wallet or purse and always carry it with you.

If your card is lost or stolen, call Member Services right away. We’ll send you a new one. You may also print your ID card from our [member portal](#). You need to register and log in to the member portal to access your ID card information.

Important update about your behavioral health benefits



Starting Oct. 1, 2026 Dell Children’s Health Plan will switch from Magellan to Optum for your behavioral health services. We are working together to make this transition smooth so you can continue receiving the care and support you need.

Your benefits through Dell Children’s Health Plan are not changing. If you are experiencing a medical or behavioral health emergency, call **9-1-1** or go to the nearest emergency room. For behavioral health or substance use support, call **1-800-424-1764 (TTY 7-1-1)**. The behavioral health and substance use services line is open to members 24 hours a day, seven days a week at **1-800-424-1764 (TTY 7-1-1)**. It is a free service, in English or Spanish.

You will continue to have access to covered behavioral health services. Our goal is to make this transition as smooth as possible while continuing to provide high-quality care and support.

Our Dell Children’s Health Plan team is available to support and guide you through this process. If you have questions about this change or need help finding a behavioral health provider, please contact **Member Services at 1-855-921-6284 (TTY 7-1-1)**.



Make the most of your transportation benefits

Dell Children’s Health Plan offers rides as a value-added service to our members. This includes:

- ✓ Transportation to provider visits
- ✓ Health plan events
- ✓ Pregnancy classes
- ✓ WIC offices (one ride a month)
- ✓ Approved NICU visits

Members can call **MTM Health at 1-844-867-2742 (TTY 7-1-1)** 24 hours a day, seven days a week, 365 days a year. Members can also use the MTM Link app, available on the App Store or Google Play.

Members can also contact **Member Services at 1-855-921-6284 (TTY 7-7-1)** for assistance.

Service coordination spotlight

Service coordination is a service offered by Dell Children’s Health Plan that helps you get the care you (or your child) need when you need it. It is a program for people who have a health condition that needs special care and attention. You can be referred to service coordination by your healthcare provider, yourself or by meeting certain criteria. You can opt in or opt out of service coordination at any time.



Meet a member of our service coordination team: Judy Zygarlenski

We are proud to introduce you to one of the experts on our team, Judy Zygarlenski!

Based right here in the Austin area, Judy is a Service Coordinator who is passionate about helping moms and babies thrive. With years of experience in maternity and NICU support, she understands the journey of pregnancy from start to finish. Judy is known for being incredibly detail-oriented, ensuring that no question goes unanswered and no benefit goes unused. Whether you need help finding a specialist or just need a partner to guide you through your health goals, Judy is here to support you every step of the way.

Judy’s tip for a healthy pregnancy:

“My best advice is to keep a ‘Question List’ on your phone. No detail is too small when it comes to you and your baby! Writing things down helps you feel prepared for your visits, and we are always here at 1-512-324-3015 (TTY 7-1-1) to help you find the answers.”



Pregnant and new moms—maternal health perks

Our Special Delivery program is here for you

If you need extra help during your pregnancy, Dell Children’s Health Plan invites you to join our **Special Delivery** care management program to help you have a healthy pregnancy.

If you have a high-risk pregnancy, we connect you to our service coordination team to ensure you get the best care possible during your pregnancy.

We help connect you with providers, resources, education, benefits and value-added services during your pregnancy and the postpartum period.

To learn more, call **1-512-324-3015 (TTY 7-1-1)** or toll free **1-844-964-3015 (TTY 7-1-1)**.

Extra support for your pregnancy journey

We offer pregnant and new moms value-added services* to help keep you and your family safe and healthy and to thank you for being a member of Dell Children’s Health Plan:

- ✔ Complete six prenatal visits and receive a voucher for one convertible car seat. After completing the required visits, call **Member Services at 1-855-921-6284 (TTY 7-1-1)** to request your convertible car seat voucher. Limit one per pregnancy per child. Use the voucher within 3 months.
- ✔ Eligible members can receive doula support services that provide guidance, education and non-clinical support during pregnancy and labor. Services include prenatal visits, continuous labor support and postpartum support. Doula postpartum visits are not available to CHIP Perinate members.
- ✔ One-time delivery of fresh produce or prepared meals for postpartum members after delivery. Request within 3 months of delivery.
- ✔ \$75 reward (750 points) for completion of a prenatal visit within 42 days of enrollment with the health plan, in any trimester.
- ✔ \$100 reward (1000 points) for completion of a postpartum checkup 7 to 84 days after delivery.

**See your member handbook for more information. Restrictions and limitations may apply.*



Connect with us on Facebook

Did you know Dell Children’s Health Plan is on Facebook? Visit us on [Facebook](#) to follow and like our page and stay up to date on community events and family health resources. It’s a great way to stay connected with us.



Stay in the loop with text messages

Did you receive a text message from 83700? It’s safe to open text messages from Dell Children’s Health Plan. Dell Children’s Health Plan sends important information, wellness tips and event reminders right to your phone via text messages. Be sure to open and read our text messages when they arrive-*it’s the fastest way to stay informed about your care and perks.*



Your quick-reference directory for members

Dell Children’s Health Plan is here to help make it easier to find the care and services you need:

- ✓ Member Services: **1-855-921-6284 (TTY 7-1-1)**
- ✓ Nurse Advice Line: **1-855-712-6700 (TTY 7-1-1)**
- ✓ Behavioral Health Hotline: **1-800-424-1764 (TTY 7-1-1)**
- ✓ Provider Appointment Rides: **1-844-867-2742 (TTY 7-1-1)**
- ✓ Service Coordination: **1-512-324-3015 (TTY 7-1-1)** or toll free **1-844-964-3015 (TTY 7-1-1).**

Looking back and ahead at our events!

- ✓ We had a blast at the community baby shower for moms-to-be that took place on May 30. It was a great way to connect with expecting moms and celebrate their little one with us.
- ✓ On July 11, we hosted the 4th Annual Dell Children’s Health Plan Back-to-School Backpack Giveaway event at KIPP Austin Comunidad. It was a great event for the 1,200 people who attended ahead of the new school year.
- ✓ Our Annual Dell Children’s Health Plan Staff Volunteer Day on July 29 was a success! As part of our commitment to giving back to the communities we serve, we set up a new apartment for a family of three who were transitioning into permanent housing at Saint Louise House. Together, we were able to collect household items and furniture, set everything up and make it move-in ready for the family’s new beginning!
- ✓ On Aug. 15, Dell Children’s Health Plan hosted a private screening of Paw Patrol: The Dino Movie. There were lots of smiling faces enjoying popcorn, drinks and the movie.
- ✓ On Sept. 12, the Vivir Con Ganas Health Expo took place at the Hyatt Regency Hotel Austin.
- ✓ On Oct. 17, HopeFest 2026 will take place from 9:00 a.m. to 3:00 p.m. at the Hyatt Regency Hotel Austin.

